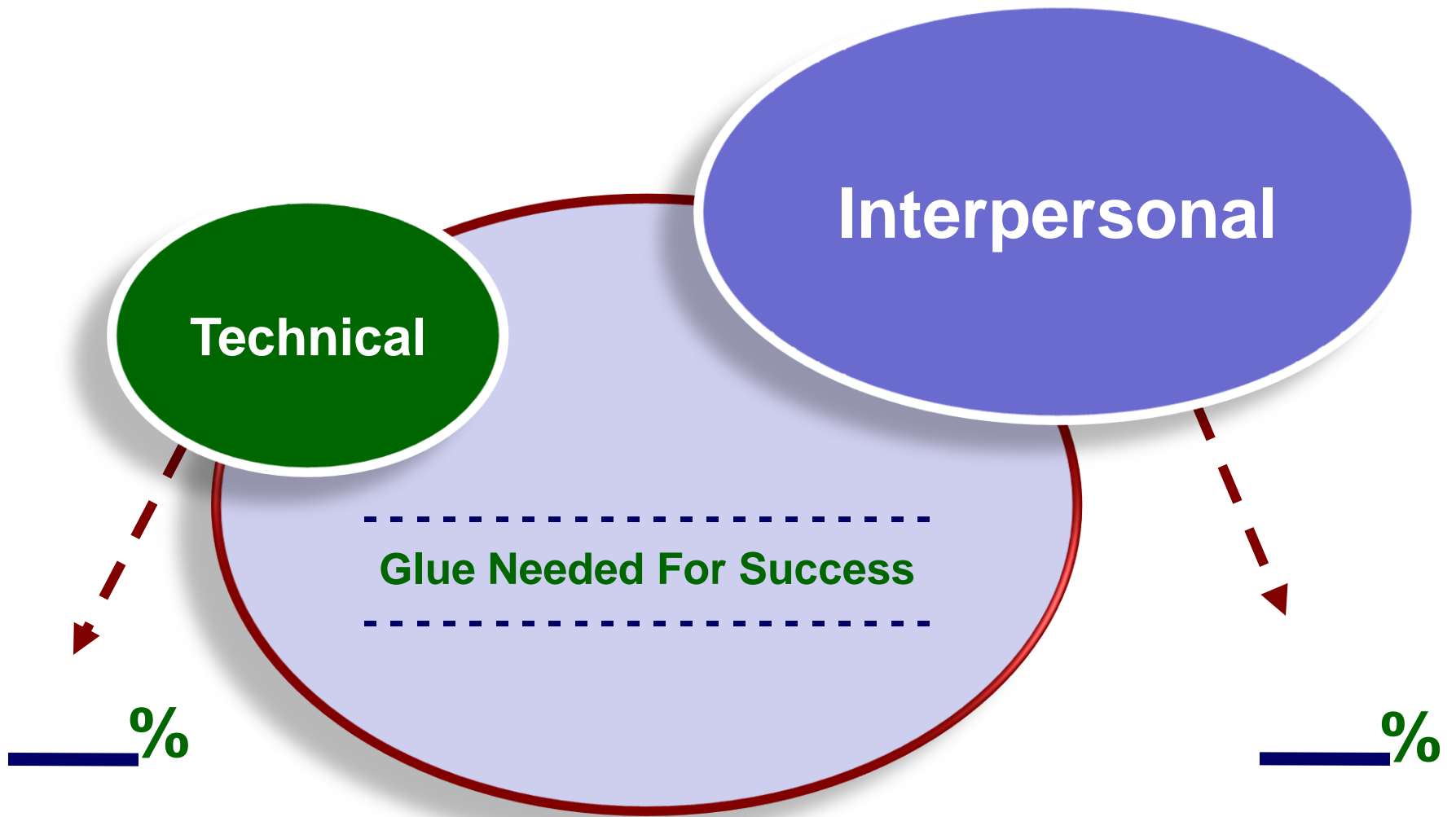


Successful Communication Strategies

The Keys . . .

**Competence, Confidence,
Composure, Commitment
&
Respect**

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Communication Strategies -- Quiz

If the following statement is true, circle true. If false, circle false.

- T F 1.** Most people will let you know when they are unhappy with you.
- T F 2.** How we speak is more important than what we say.
- T F 3.** We are all self - centered.
- T F 4.** If the verbals and non-verbals are in conflict, the listener will believe the non-verbals.
- T F 5.** We cannot "not" communicate.
- T F 6.** You can hide your feelings from others.
- T F 7.** In communicating with others, the rule should be win-win or no deal.

(continued)

Communication Strategies – Quiz (continued)

- T F 8.** The presence of conflict means that people still care.
 - T F 9.** Collaboration should be used for resolving all conflict.
 - T F 10.** One of the best ways to get a relationship back on track is to compliment the other person.
 - T F 11.** In handling customers complaints, you should first deal with the other person's emotions.
 - T F 12.** Sometimes the best answer to a stupid question or comment is nothing.
 - T F 13.** The opposite of love is hate.
 - T F 14.** We teach others how to treat us.
-

Having Confidence, Composure & Credibility When Working With Others

People Who Have It

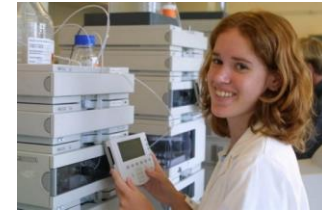
People Who Don't

--	--

Confident Communicators . . . Here Are The Signs

- Credible – Easy to persuade when you are trusted.
 - Intelligent -- People relate to intelligent speakers more quickly.
 - Strategic Thinker - Understands audience and can adapt quickly.
 - Passion -- Is an asset to persuasion.
 - Information – Sensitive to issues, challenges.
 - Facts – Has prepared, information well documented.
 - Control -- Calmness is inviting.
 - Connection -- Can find common ground with audience.
 - Understanding – Knows what turns an audience on and off.
-

Likeable People



- Smiles easily and often.
 - Good sense of humor, fun, and can laugh at themselves.
 - Are themselves – authentic.
 - Compliment easily and often.
 - Understands common sense etiquette and how to use it.
 - Are self – confident.
 - Engages you in conversation about yourself quickly.
 - Knows their limitations and that they do not have all the answers.
 - Are approachable and touchable.
-

Listening

* * * * *

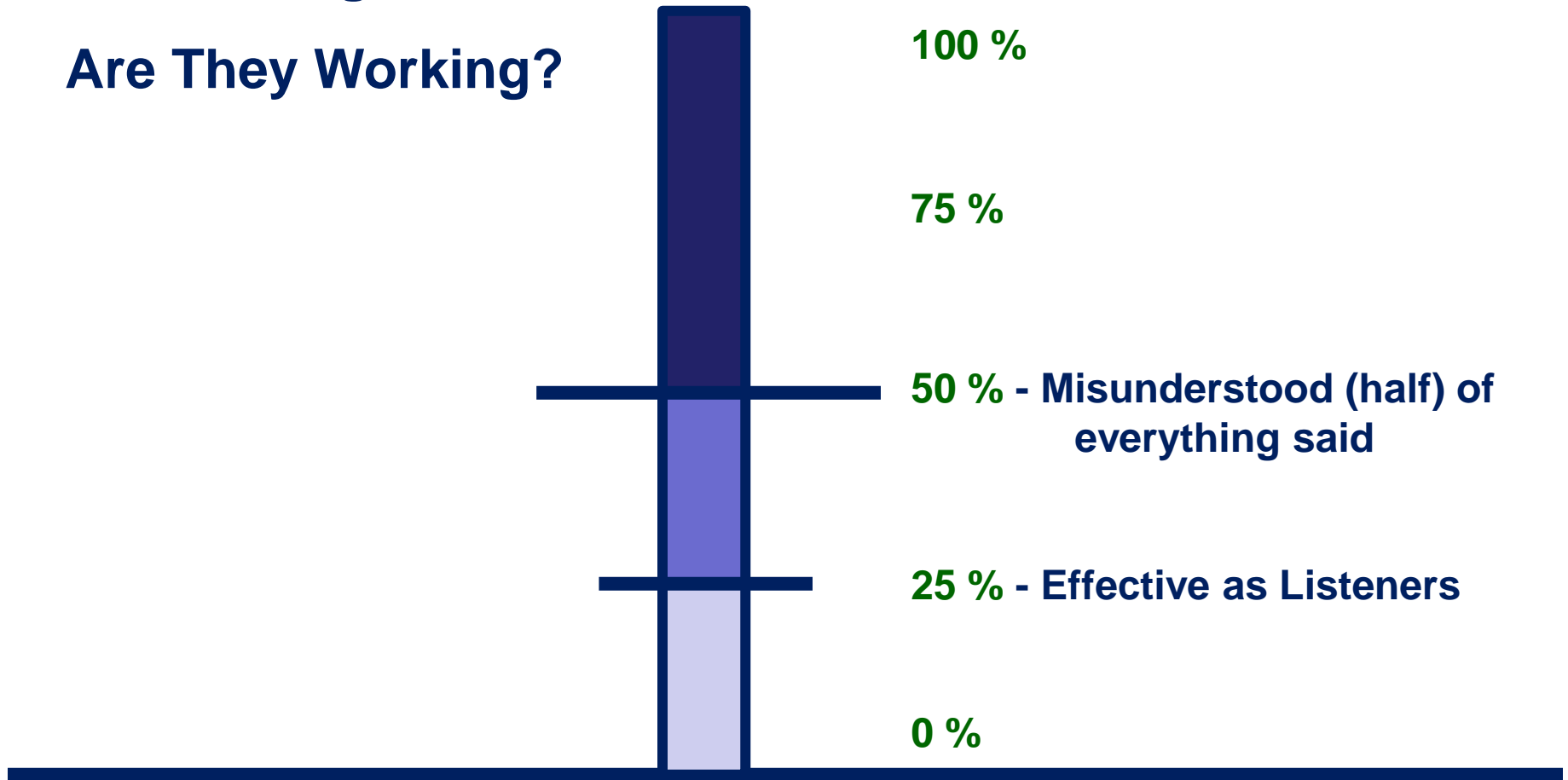
**When It Is Done Right
&
When It Is Not**

**“People may not remember who you are
or what you did, but they will always
remember how you made them feel.”**

~ Maya Angelou

Communication Strategies

Are They Working?



Working -- At Most . . . Only **50%**

Communication Strategies . . . The Basics

- Build self - esteem
 - Build breadth and depth of knowledge.
 - Live a pattern of cooperation.
 - Build an "emotional bank account" with others.
 - Understand interaction styles -- adjust your style as needed.
 - Use the platinum rule.
 - Mirror! Mirror! Mirror! -- reflect what you see and hear.
 - Listen! Listen! Listen!
 - Practice the skill of artful vagueness.
 - Protect the other person's ego by looking for the good.
 - Seek first to understand others point of view before trying to persuade others to your way of thinking.
 - Stop value judging others.
 - Understand the other person's motivation.
-

Communication Strategies . . . The Basics

- Understand that what is right to the other person is right as he / she sees the situation.
 - Develop an appreciation that no one's full meaning can be understood by word alone.
 - Think before you speak.
 - Question your listener to check for understanding.
 - Resolve disagreements quickly.
 - Say it once.
 - When you are wrong, admit it.
 - Let the other person save face.
 - Argue the other side first.
 - Clear up misunderstandings before they become serious problems.
 - Watch your attitude!
 - Read your audience.
 - Weigh carefully how your words, tone of voice, and body movements are impressing your audience.
-

Active Listening Guidelines

1. Prepare yourself to listen.
 2. Create a positive listening environment.
 3. Fight off distractions.
 4. Be sensitive to your "hot spots."
 5. Maintain eye contact.
 6. Use body language to reinforce listener.
 7. Remain open and neutral.
 8. Don't interrupt -- hear the complete story.
 9. Don't trust important facts to memory.
 10. Listen selectively.
-

Active Listening Guidelines

11. Pause before responding.
12. Ask questions.
13. Eliminate value judging.
14. Recognize emotions.
15. Empathize with the speaker.
16. Restate main point.
17. Use speaker's words to get own point across.
18. Stick to speaker's subject.
19. Ask speaker, "what is your suggestion?"
20. Get agreement.

“Nothing is quite so annoying as to have someone go right on talking when you’re interrupting.”

Interacting with Superiors

- Be prepared. Summarize the data.
 - Keep your appeals brief.
 - Offer help without being asked for it.
 - Stick to the facts -- no weasel language.
 - Don't tell tales about your boss out of school.
 - Listen to what the boss talks about.
 - Don't take everything personally.
 - Don't pass the buck - when in doubt, assume personal responsibility.
 - In tough times, take the blame and move on.
 - Don't make the boss nervous.
 - Summarize, take notes, and send the boss a copy.
 - When the conversation ends, make sure the boss feels s/he is still in charge.
-

Interacting with Peers

- Ask peers for their opinion “What do you think?”
- Rephrase and restate what they said.
- Recognize the good in them and their work.
- Be sensitive to their workload.
- Seek first to understand before attempting to be understood.
- Don’t tell tales out of school, and don’t spread rumors about them.
- Don’t order people around.
- Don’t cut them off.
- When referring to their work, stay away from “holding back” words.
- Tactfully sidestep conflict by looking for the positive objectives that motivate your colleague.
- Deal with a brewing feud quickly - nip it in the bud.
- Before giving them “a piece of your mind,” take a break.



Interacting with Employees

- Use the person's first name repeatedly during an exchange.
 - Let the employee deliver the message that is on their mind.
 - Let them blow off steam - let them get it out.
 - Offer sympathy for their situation.
 - Ignore aggressively challenging questions - stick to the task.
 - Don't forget to praise.
 - Give validation when appropriate.
 - Recognize when an employee is fishing for a compliment.
 - When possible, bring the employee in on decisions affecting them.
 - Look for the valid point before responding to obstacles the employee brings to you.
 - Ask for their advice.
 - Treat employees as if they are superstars - be impressed.
-



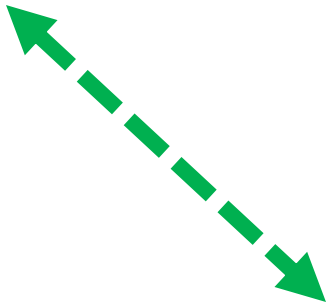
**Successful Communication Strategies
Requires Emotionally Maturity**

Emotional Intelligence

... is the ability to recognize and manage one's own emotions to motivate oneself and restrain impulses.

Emotional Maturity

... is the ability to use your emotions in a positive and constructive way in relationships with others.



Behaviors Of Emotionally Mature Individuals

- ✓ Labels their feelings rather than labeling people or situations
- ✓ Distinguishes between thoughts & feelings
- ✓ Takes responsibility for their feelings
- ✓ Uses their feeling to help them make decisions
- ✓ Shows respect for other people's feelings
- ✓ Feels energized, not angry
- ✓ Validates other people's feelings
- ✓ Practices getting a positive value from their negative emotions
- ✓ Don't advise, command, control, criticize, judge or lecture to others
- ✓ Avoids people who invalidate them or don't respect their feelings



Characteristics Of People With High Emotional Intelligence



Self-Motivated



Controls Impulses



Delays Gratification



Regulates Own Mood



Handles Stress well



Shows Empathy



Handles Anger Well



Listens Carefully

Signs You May Need Work On Your EI . . .

- _____ You think being liked is overrated.
- _____ You thinks others are overreacting to your comments.
- _____ You are surprised when others are sensitive to your comments or jokes.
- _____ You weigh in early with your assertions and defend them with rigor.
- _____ You often feel others don't get the point.
- _____ You often get impatient and frustrated with others.
- _____ You hold others to the same high expectations you hold for yourself.
- _____ You often find others are to blame for most of the issues on your team.
- _____ You find it annoying when others expect you to know how they feel.
- _____ You notice that you are getting angry more often.



Evaluating Your
Communication
Strategies

Emotional High Jacking

What causes you to lose emotional control?

When you feel . . .

- someone has violated your values.
- that you have no choices or options.

When you are . . .

- in physical or emotional danger.
- treated unfairly.
- disappointed with yourself.

When something or someone gets in the way
of what you want to do.

Emotional High Jacking Gives . . .

Gives Your Control To Others

. . . is a state when an individual's cognitions (awareness, perception, and reasoning) are overpowered by his/her emotions. It is usually referred to in the context of aggression or fearfulness. With respect to aggression, it can be said to be a sudden unleashing of rage towards another person.

Another Definition . . . Is when a person is so overwhelmed by their feelings that they act without concern for their own or others' safety.

The Challenge . . .

“Anyone can become angry — that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way — this is not easy.” ~ Aristotle

Don't Let Your Good
Confidence, Composure, Competence & Credibility
Go Right Down The Drain!

Emotional Intelligence



Emotional Intelligence Is . . .

- ✓ **Knowing your emotions.**
- ✓ **Managing your own emotions.**
- ✓ **Motivating yourself.**
- ✓ **Recognizing and understanding other people's emotions.**
- ✓ **Managing relationships (managing other people's emotions).**

~ **Daniel Goleman**

Two Aspects Of Intelligence

1. **Understanding yourself, your goals, intentions, responses, behaviors & all.**
2. **Understanding others & their feelings.**

To Be Successful . . .

requires the effective awareness, control & management of one's own emotions and those of other people.



Emotional Intelligence . . .

**Is the ability to know another's feelings and
to act in a way that further shapes those
feelings in a positive way.**

*** * * * ***

**Emotional maturity is the ability
to handle relationships.**



**Keeping
Cool, Calm & Collected
In
Difficult Encounters**

Stress is . . .

Our internal response to the outside world.

* * * * *

Stress originates . . . not out there, but . . .
only in our mind.



Our Thinking . . .

* * * * *

Makes it so!

Characteristics Of Those Who Are Best Able To . . .

Handle Stressful Situations

- High Self-Esteem (Sense Of Worth)
- Feel They Can Control World Around Them
- Are Challenged By Change
- Are Committed & Intensely Involved In What They Do
- Regard Challenge As An Opportunity To Grow

“The greatest weapon against stress is our ability to choose one thought over another.”
~ William James



Taking Care Of You . . . When The Pressure is On

- Have "escape routes".
- Remind yourself of your good qualities.
- Talk to yourself.
- Set realistic goals and expectations.
- Take care of number one.
- Establish quiet time.
- Accept change.
- Focus on areas you can control.
- Negotiate and re-engineer pressure situations.
- Learn how to spot your stress warning signals.



Taking Care Of You . . . When The Pressure is On

- **Have an optimistic view of the world . . . focus on the positive.**
- **Be flexible in your attitudes . . . you may not know the full story.**
- **Spend 80% of your time focusing on solutions.**
- **Learn to walk away from stressful situations.**
- **Use your body as an early warning signal.**
- **Get to-done with things that bothers or stresses you.**
- **Maintain your network and support groups.**
- **Have a reward system.**
- **Control the stories you tell yourself.**
- **Learn to avoid, alter, adapt, or accept uncontrollable situations.**

Taking Care Of You . . . When The Pressure is On

- Forgive, forget, let it go, get over it, and move on.
- Know when to rely on the “Serenity Prayer.”
- Go with the flow.
- Learn to say “no” – don’t over-commit.
- Don’t brag about being stressed or overloaded.
- Have a positive can-do mental attitude.
- Maintain sensible perspective and a sense of humor.
- Warm up to your job or find a new one.



"I am going to be meeting people today who talk too much - people who are selfish, egotistical, ungrateful, but I won't be surprised or disturbed, for I can't imagine a world without such people."

~ **Marcus Aurelius**

* * * * *

The End . . .

Thank You



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